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John W. Kure
Executive Director - Federal Regulatory



February 2, 2004

RECEIVED

Ms. Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, SW, TW-A325
Washington, DC 20554

FEB - 2 2004

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the FCC Orders¹ concerning Qwest Communications International, Inc., ("Qwest") ONA Plans, Qwest hereby submits its ONA Nondiscrimination Report for the fourth quarter of 2003. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the FCC in CC Docket 88-2, Phase 1, MO&O on Reconsideration, Appendix B.

This report also includes the categories of Public Access Lines in accordance with CC Docket 96-128, implementing Section 276 of the Telecom Act.

Acknowledgement of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions.

Sincerely,

cc: Ms. Janice Myles
Attachment

No. of Copies rec'd 01
List ABCDE

¹ See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, 11 FCC Red. 20541(1996).

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Orders	128039	Average Interval	155986	Average Interval
Due Dates Missed	1447	(In Days)	2293	(In Days)
% Due Dates Missed	1.13%	3	1.47%	4
		0		0
A2 - PBX				
Total Orders	756	Average Interval	6548	Average Interval
Due Dates Missed	26	(In Days)	245	(In Days)
% Due Dates Missed	3.44%	6	3.74%	7
		0		0
A3 - Centrex				
Total Orders	16669	Average Interval	23524	Average Interval
Due Dates Missed	345	(In Days)	303	(In Days)
% Due Dates Missed	2.07%	5	1.29%	5
		0		0
A4 - WATS				
Total Orders	414	Average Interval	529	Average Interval
Due Dates Missed	3	(In Days)	3	(In Days)
% Due Dates Missed	0.72%	3	0.57%	3
		0		0
A5 - Mobile				
Total Orders	0	Average Interval	5	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	12
		0		0
A6 - Feature Group A				
Total Orders	1	Average Interval	77	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	0.00%	4	7.79%	9
		0		5
A7 - Foreign Exchange				
Total Orders	189	Average Interval	409	Average Interval
Due Dates Missed	6	(In Days)	17	(In Days)
% Due Dates Missed	3.17%	4	4.16%	4
		0		0

 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
B1 - Feature Group B		
Total Orders	0 Average Interval	51 Average Interval
Due Dates Missed	0 (In Days)	0 (In Days)
% Due Dates Missed	No Activity 0	0.00% 15
	0	7
B2 - Feature Group D		
Total Orders	0 Average Interval	2299 Average Interval
Due Dates Missed	0 (In Days)	97 (In Days)
% Due Dates Missed	No Activity 0	4.22% 20
	0	6
B3 - DID		
Total Orders	413 Average Interval	4959 Average Interval
Due Dates Missed	59 (In Days)	1098 (In Days)
% Due Dates Missed	14.29% 14	22.14% 15
	1	1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	1	Average Interval	39	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	2	5.13%	6
		0		1
C2 - Packet Synchronous Access				
Total Orders	51	Average Interval	7765	Average Interval
Due Dates Missed	6	(In Days)	458	(In Days)
% Due Dates Missed	11.76%	11	5.90%	11
		0		5
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Orders	5	Average Interval	74	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	0.00%	3	9.46%	5
		0		0
D2 - Protective Relay				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
D3 - Control Circuit				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud				
Total Orders	9	Average Interval	131	Average Interval
Due Dates Missed	2	(In Days)	4	(In Days)
% Due Dates Missed	22.22%	8	3.05%	63
		0		0
E2 - Telegraph 150 Baud				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
F1 - Voice, Non-Switched Line					
Total Orders	0	Average Interval	15	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	7	
		0		5	
F2 - Voice, Switched Line					
Total Orders	8	Average Interval	945	Average Interval	
Due Dates Missed	3	(In Days)	148	(In Days)	
% Due Dates Missed	37.50%	9	15.66%	11	
		0		2	
F3 - Voice, Switched Trunk					
Total Orders	0	Average Interval	955	Average Interval	
Due Dates Missed	0	(In Days)	86	(In Days)	
% Due Dates Missed	No Activity	0	9.01%	19	
		0		12	
F4 - Voice and Tone, Radio Land Line					
Total Orders	0	Average Interval	1	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	11	
		0		11	
F5 - Data, Low Speed					
Total Orders	0	Average Interval	34	Average Interval	
Due Dates Missed	0	(In Days)	4	(In Days)	
% Due Dates Missed	No Activity	0	11.76%	10	
		0		5	
F6 - Basic Data and Voice					
Total Orders	4	Average Interval	1280	Average Interval	
Due Dates Missed	1	(In Days)	92	(In Days)	
% Due Dates Missed	25.00%	43	7.19%	10	
		0		3	
F7 - Voice/Data PSN Access Tie Trunk					
Total Orders	0	Average Interval	168	Average Interval	
Due Dates Missed	0	(In Days)	8	(In Days)	
% Due Dates Missed	No Activity	0	4.76%	18	
		0		13	
F8 - Voice/Data SSN Access					
Total Orders	0	Average Interval	83	Average Interval	
Due Dates Missed	0	(In Days)	10	(In Days)	
% Due Dates Missed	No Activity	0	12.05%	18	
		0		7	
F9 - Voice/Data SSN Intermachine Trunk					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	

F10 - Data Extension, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F11 - Voice Grade Telephoto and Facsimile

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F12 - Protective Relay, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
G1 - Program Audio, 200-3500 Hz					
Total Orders	0	Average Interval	7	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	5	
		0		0	
G2 - Program Audio, 100-5000 Hz					
Total Orders	0	Average Interval	3	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	0.00%	4	
		0		0	
G3 - Program Audio, 50-8000 Hz					
Total Orders	1	Average Interval	10	Average Interval	
Due Dates Missed	0	(In Days)	2	(In Days)	
% Due Dates Missed	0.00%	4	20.00%	9	
		0		3'	
G4 - Program Audio, 50-15000 Hz					
Total Orders	0	Average Interval	15	Average Interval	
Due Dates Missed	0	(In Days)	1	(In Days)	
% Due Dates Missed	No Activity	0	6.67%	13	
		0		0	

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Orders	1	Average Interval	81	Average Interval
Due Dates Missed	1	(In Days)	19	(In Days)
% Due Dates Missed	100.00%	8	23.46%	20
		0		3
H2 - TV Channel 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Orders	3	Average Interval	58	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	3	5.17%	7
		0		0
I2 - Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	67	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	No Activity	0	8.96%	6
		0		0
I3 - Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	10	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	6
		0		6
I4 - Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	563	Average Interval
Due Dates Missed	0	(In Days)	16	(In Days)
% Due Dates Missed	No Activity	0	2.84%	9
		0		5
I5 - Digital Data, 56 kbps				
Total Orders	0	Average Interval	69	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	0	5.80%	6
		0		3

 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Orders	277	Average Interval	43413	Average Interval
Due Dates Missed	44	(In Days)	3988	(In Days)
% Due Dates Missed	15.88%	14	9.19%	14
		1		7

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

4 QTR 2003

<u>AFFILIATE</u>			<u>ALL OTHERS</u>		
K1 - Dedicated Hicap Digital, 3.152 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K2 - Dedicated Hicap Digital, 6.312 mbps					
Total Orders	0	Average Interval	0	Average Interval	
Due Dates Missed	0	(In Days)	0	(In Days)	
% Due Dates Missed	No Activity	0	No Activity	0	
		0		0	
K3 - Dedicated Hicap Digital, 44.736 mbps					
Total Orders	15	Average Interval	2593	Average Interval	
Due Dates Missed	12	(In Days)	507	(In Days)	
% Due Dates Missed	80.00%	20	19.55%	18	
		1		10	
K4 - Dedicated Hicap Digital, >45 mbps					
Total Orders	38	Average Interval	323	Average Interval	
Due Dates Missed	4	(In Days)	39	(In Days)	
% Due Dates Missed	10.53%	11	12.07%	18	
		0		4	

 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	3061	Average Interval	2	Average Interval
Due Dates Missed	69	(In Days)	0	(In Days)
% Due Dates Missed	2.25%	7	0.00%	2
		1		0
L2 - Basic PAL				
Total Orders	1739	Average Interval	1684	Average Interval
Due Dates Missed	34	(In Days)	11	(In Days)
% Due Dates Missed	1.96%	8	0.65%	3
		1		0

 The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Tickets	72		92	
Average Interval in Hrs/Mns	12	45	2	44
A2 - PBX				
Total Tickets	59		820	
Average Interval in Hrs/Mns	2	22	3	0
A3 - Centrex				
Total Tickets	64		83	
Average Interval in Hrs/Mns	2	46	3	11
A4 - WATS				
Total Tickets	0		11	
Average Interval in Hrs/Mns	No Activity		2	14
A5 - Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0		40	
Average Interval in Hrs/Mns	No Activity		1	46
A7 - Foreign Exchange				
Total Tickets	61		219	
Average Interval in Hrs/Mns	2	32	3	26

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Tickets	0		14	
Average Interval in Hrs/Mns	No Activity		0	56
B2 - Feature Group D				
Total Tickets	0		215	
Average Interval in Hrs/Mns	No Activity		1	43
B3 - DID				
Total Tickets	44		545	
Average Interval in Hrs/Mns	2	8	2	6

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
C1 - Packet DDD Line			
Total Tickets	0	12	
Average Interval in Hrs/Mns	No Activity	2	6
C2 - Packet Synchronous Access			
Total Tickets	0	80	
Average Interval in Hrs/Mns	No Activity	2	6
C3 - Packet Asynchronous Access			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report

Qwest

4 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
D1 - Protective Alarm			
Total Tickets	0	27	
Average Interval in Hrs/Mns	No Activity	3	42
D2 - Protective Relay			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
D3 - Control Circuit			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report

Qwest

4 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
E2 - Telegraph 150 Baud			
Total Tickets	0	6	
Average Interval in Hrs/Mns	No Activity	2	22

Quarterly ONA Maintenance Report

Qwest

4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Tickets	0		41	
Average Interval in Hrs/Mns	No Activity		2	40
F2 - Voice, Switched Line				
Total Tickets	239		1443	
Average Interval in Hrs/Mns	2	55	3	5
F3 - Voice, Switched Trunk				
Total Tickets	199		1269	
Average Interval in Hrs/Mns	1	26	1	38
F4 - Voice and Tone, Radio Land Line				
Total Tickets	0		64	
Average Interval in Hrs/Mns	No Activity		3	3
F5 - Data, Low Speed				
Total Tickets	0		67	
Average Interval in Hrs/Mns	No Activity		2	42
F6 - Basic Data and Voice				
Total Tickets	29		2868	
Average Interval in Hrs/Mns	2	29	2	21
F7 - Voice/Data PSN Access Tie Trunk				
Total Tickets	0		125	
Average Interval in Hrs/Mns	No Activity		1	38
F8 - Voice/Data SSN Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F9 - Voice/Data SSN Intermachine Trunk				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 - Data Extension, Voice Grade				
Total Tickets	1		11	
Average Interval in Hrs/Mns	0	34	1	46
F11 - Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 - Protective Relay, Voice Grade				
Total Tickets	0		2	
Average Interval in Hrs/Mns	No Activity		0	27

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2003

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1 - Program Audio, 200-3500 Hz			
Total Tickets	0	1	
Average Interval in Hrs/Mns	No Activity	1	34
G2 - Program Audio, 100-5000 Hz			
Total Tickets	0	7	
Average Interval in Hrs/Mns	No Activity	2	18
G3 - Program Audio, 50-8000 Hz			
Total Tickets	8	30	
Average Interval in Hrs/Mns	2 17	2	31
G4 - Program Audio, 50-15000 Hz			
Total Tickets	1	34	
Average Interval in Hrs/Mns	0 12	3	58

Quarterly ONA Maintenance Report

Qwest

4 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio			
Total Tickets	0	30	
Average Interval in Hrs/Mns	No Activity	1	13
H2 - TV Channel 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Tickets	1		39	
Average Interval in Hrs/Mns	0	19	1	25
I2 - Digital Data, 2.4 kbps				
Total Tickets	0		53	
Average Interval in Hrs/Mns	No Activity		2	56
I3 - Digital Data, 4.8 kbps				
Total Tickets	0		4	
Average Interval in Hrs/Mns	No Activity		4	2
I4 - Digital Data, 9.6 kbps				
Total Tickets	0		140	
Average Interval in Hrs/Mns	No Activity		2	38
I5 - Digital Data, 56 kbps				
Total Tickets	6		3238	
Average Interval in Hrs/Mns	3	11	2	21

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Tickets	253		13792	
Average Interval in Hrs/Mns	2	31	2	42

Quarterly ONA Maintenance Report
Qwest
 4 QTR 2003

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Tickets	3		344	
Average Interval in Hrs/Mns	1	2	1	33
K4 - Dedicated Hicap Digital, >45 mbps				
Total Tickets	916		431	
Average Interval in Hrs/Mns	6	59	7	21

Quarterly ONA Maintenance Report

Qwest

4 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
L1 - Smart PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest

4 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	13779	35835
Average Interval in Hrs/Mns	10:34	11:41
Due Dates Missed	943	2780
% Due Dates Missed	6.84%	7.76%
A2 - PBX		
Total Tickets	110	998
Average Interval in Hrs/Mns	7:07	9:51
Due Dates Missed	6	95
% Due Dates Missed	5.45%	9.52%
A3 - Centrex		
Total Tickets	3617	8647
Average Interval in Hrs/Mns	10:25	10:37
Due Dates Missed	385	871
% Due Dates Missed	10.64%	10.07%
A4 - WATS		
Total Tickets	1	2
Average Interval in Hrs/Mns	0:07	10:52
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A5 - Mobile		
Total Tickets	0	4
Average Interval in Hrs/Mns	No Activity	5:40
Due Dates Missed	0	2
% Due Dates Missed	0.00%	50.00%
A6 - Feature Group A		
Total Tickets	0	25
Average Interval in Hrs/Mns	No Activity	18:43
Due Dates Missed	0	8
% Due Dates Missed	0.00%	32.00%
A7 - Foreign Exchange		
Total Tickets	64	262
Average Interval in Hrs/Mns	12:51	12:46
Due Dates Missed	2	30
% Due Dates Missed	3.13%	11.45%

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest

4 QTR 2003

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
E2 - Telegraph 150 Baud		
Total Tickets	0	68
Average Interval in Hrs/Mns	No Activity	4:04
Due Dates Missed	0	28
% Due Dates Missed	0.00%	41.18%
